

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

1. (Currently Amended) A method in a computer system for assigning a cost to a computer transaction, the method comprising:

identifying one or more underlying services utilized to execute the computer transaction; ~~and~~

determining a providing cost associated with the one or more services utilized to execute the transaction ~~as a function of the usage of the services, wherein determining the~~ providing cost comprises,

identifying each resource utilized to provide the one or more services, and

assigning a portion of the providing cost of each resource to the computer transaction, and;

summing the providing cost for each resource to determine a providing cost for the computer transaction.

2. (Canceled)

3. (Currently Amended) The method as recited in claim 1 ~~2~~, wherein equipment is a utilized resource and the providing cost includes an equipment cost and wherein the determining step includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to execute the transaction.

4. (Currently Amended) The method as recited in claim 3, wherein software is a utilized resource and the providing cost includes a software cost and wherein the determining step includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to execute the transaction.

5. (Currently Amended) The method as recited in claim 4, wherein personnel is a utilized resource and the providing cost includes a personnel cost and wherein the determining step includes calculating the personnel cost as a percentage of an overall personnel cost for maintaining the software and the equipment utilized to execute the transaction.

Q' 6. (Currently Amended) The method as recited in claim 5, wherein a facility is a utilized resource and the providing cost includes a facility cost and wherein the determining step includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to execute the transaction.

7. (Original) The method as recited in claim 1, wherein the determining step includes determining a cost for a level of quality of the one or more services utilized to execute the transaction.

8. (Original) The method as recited in claim 7, wherein the step of determining a cost for the quality of the service includes determining a cost for the availability of the one or more services.

9. (Currently Amended) The method as recited in claim 8, wherein the availability cost includes an equipment cost and wherein the step of determining a cost for the availability includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to provide the availability of the one or more services.

10. (Original) The method as recited in claim 9, wherein the availability cost includes a software cost and wherein the step of determining a cost for the availability includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to provide the availability of the one or more services.

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11. (Original) The method as recited in claim 10, wherein the availability cost includes a personnel cost and wherein the step of determining a cost for the availability includes calculating the personnel cost as a percentage of an overall personnel cost for maintaining the software and the equipment utilized to provide the availability of the one or more services.

12. (Original) The method as recited in claim 11, wherein the availability cost includes a facility cost and wherein the step of determining a cost for the availability includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to provide the availability of the one or more services.

13. (Currently Amended) The method as recited in claim 7, wherein the step of determining a cost for the quality of the service includes determining a cost ~~to~~ of the response time of the one or more services.

14. (Original) The method as recited in claim 13, wherein the response time cost includes an equipment cost and wherein the step of determining a cost for the response time includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to provide the response time of the one or more services.

a' 15. (Original) The method as recited in claim 14, wherein the response time cost includes a software cost and wherein the step of determining a cost for the response time includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to provide the response time of the one or more services.

16. (Original) The method as recited in claim 15, wherein the response time cost includes a personnel cost and wherein the step of determining a cost for the response time includes calculating the personnel cost as a percentage of an overall personnel cost of maintaining the software and the equipment utilized to provide the response time of the one or more services.

17. (Original) The method as recited in claim 16, wherein the response time cost includes a facility cost and wherein the step of determining a cost for the response time includes calculating the facility cost as a percentage of an overall facility cost for

supporting and housing the equipment and personnel utilized to provide the response time of the one or more services.

18. (Currently Amended) The method as recited in claim 1, wherein the determining step includes determining a cost for providing the services utilized to execute the computer transaction and wherein the determining step includes determining a cost for a level of quality of the one or more service utilized to execute the transaction, the method further including the step of combining the providing cost and the quality cost to define a transaction cost.

AI 19. (Original) A computer-readable medium having computer-executable instructions capable of performing the steps recited in claim 1.

20. (Original) A computer system having a processor, an operating system, a memory, the computer system being operable to perform the steps recited in claim 1.

21. (Canceled)

22. (Canceled)

23. (Canceled)

24. (Canceled)

25. (Canceled)

26. (Canceled)

27. (Canceled)

28. (Canceled)

29. (Canceled)

30. (Currently Amended) A method in a computer system of executing a computer transaction, the method comprising:

requesting, by a user process, execution of a transaction;

receiving, by one or more service processes, the user process request;

executing, by the one or more service processes, the user process request; and

determining, by the one or more service processes, a provider cost associated with the execution of the transaction as a function of the services utilized to execute the transaction, wherein determining the provider cost comprises identifying each resource utilized to provide the service and assigning a portion of the provider cost of each resource to the computer transaction.

31. (Canceled)

32. (Currently Amended) The method as recited in claim 30, wherein the determining step includes determining a quality cost of the one or more services associated with the execution of the transaction.

33. (Original) The method as recited in claim 32, wherein the step of determining a quality cost includes determining an availability cost and a response time cost.

34. (Original) A computer-readable medium having computer-executable instructions capable of performing the steps recited in 30.

35. (Original) A computer system having a processor, an operating system and a memory, the computer system operable to perform the steps recited in claim 30.

36. (Original) A method in a computer system for measuring the quality associated with the execution of a computer transaction, the method comprising:

associating an identifier with the transaction;

identifying one or more services utilized to execute the transaction;

monitoring a service record to associate an availability of the one or more services utilized to execute the transaction; and

monitoring the service record to associate a response time of the one or more services utilized to execute the transaction.

37. (Original) The method as recited in claim 36, wherein the identifier is an open-handle identifier.

38. (Original) The method as recited in claim 36, wherein the monitoring steps include monitoring a network service record.

39. (Original) The method as recited in claim 38, wherein the network is the Internet.

40. (Original) The method as recited in claim 38 further comprising the step of associating an individual user with the computer transaction.

41. (Original) A computer-readable medium having computer-executable instructions capable of performing the steps recited in claim 36.

42. (Original) A computer system having a processor, an operating system and a memory, the computer system operable to perform the steps recited in claim 36.

43. (New) The method of claim 1, further comprising:

identifying a fixed cost resource and attributing a portion of the total providing cost for the fixed cost resource to the computer transaction, and

identifying a variable cost resources and determining a portion of the variable cost resource required to conduct the transaction; and

summing the providing cost for the fixed cost resource and the providing cost for the variable cost resource to determine a cost for the computer transaction.

44. (New) A system for assigning a cost to a computer transaction requiring provider services, the system comprising:

a service identification component for identifying any services necessary for conducting the computer transaction;

a resource identification component for identifying resources utilized in providing each service; and

a cost assessment component for determining a cost to the provider for each resource and determining an appropriate cost for the transaction based on the provider cost.